

## Troubleshooting online access problems

Alpha's Web site is designed for Internet Explorer version 7 and above. It has not been extensively tested with older versions of IE nor with other types of browsers like Netscape, Google and Firefox etc.

Please always use the "Log in" link from the home page at <http://www.alphadental.com.au>. Do not bookmark the link as from time to time we change this for maintenance purposes.

After you have typed in your user name and password and your screen looks like the screen shot below you need to contact Alpha Dental as your password might be wrong or your account is not active.



A screenshot of a web browser showing a login form titled "Log In". The "User Name:" field contains "Cookie Monster". Below the form, a red message box displays the text "Your login attempt was not successful. Please try again." A red arrow points from this message box to the "Log In" button at the bottom right of the form.

If your screen looks like this then your user name and password have been accepted.



A screenshot of a web browser showing a login form titled "Log In". The "User Name:" and "Password:" fields are empty. A red arrow points from the "Log In" button at the bottom right of the form to the "Log In" button at the bottom right of the main page area.

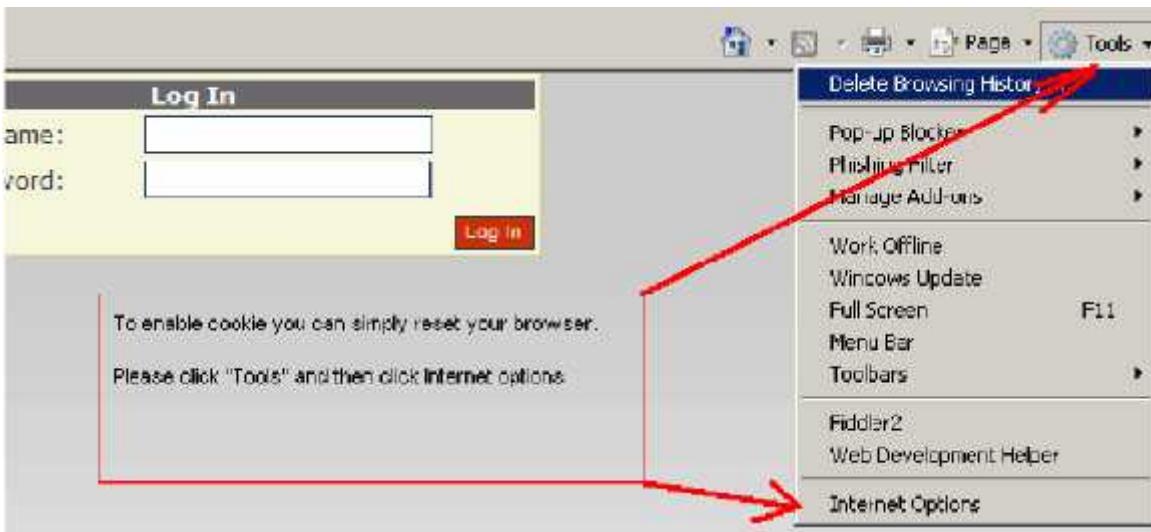
Hopefully you will be automatically logged into the database but should nothing happen, 9 out of 10 times, it is because you have not enabled your what is called 'cookies'.



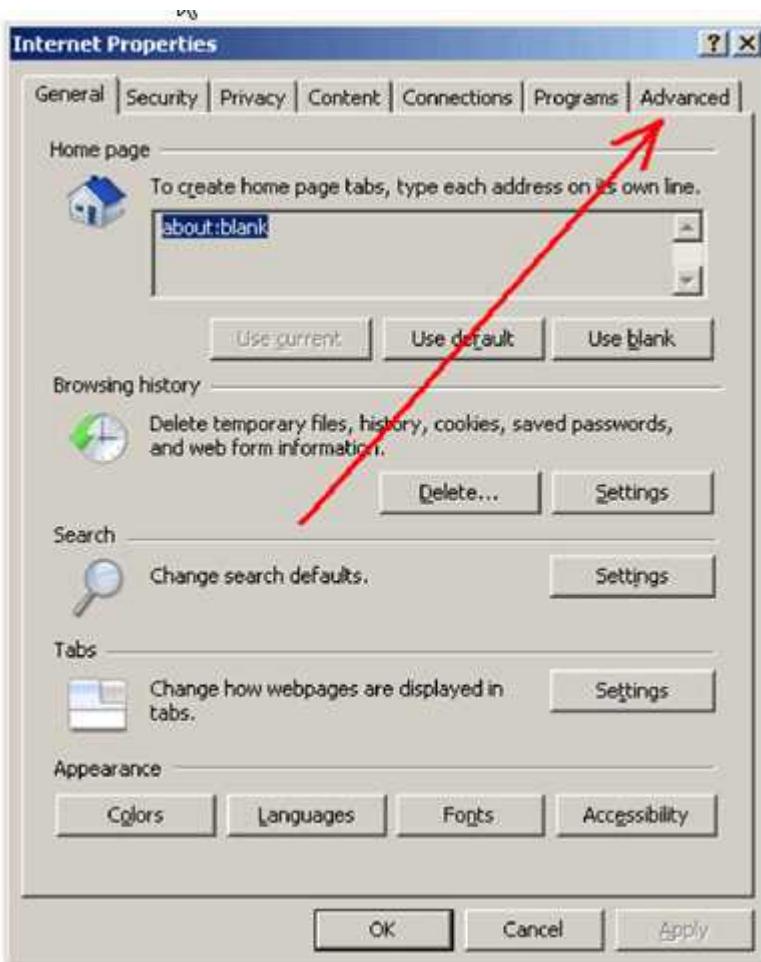
A screenshot of a web browser showing a login form titled "Log In". The "User Name:" and "Password:" fields are empty. Below the form, a red box highlights a message box containing the text "Your cookies have been disabled. You cannot access our web site without cookies." A red arrow points from the bottom right of this message box to the bottom right corner of the page.

If this is the case, you just need to follow these simple steps to fix your browser settings.

At the top of your browser screen you will see an icon that will allow you to go to 'tools'. From here navigate your way to 'Internet Options'. Please note, this is for IE only. Other browsers have similar settings but they all work a little differently.



Now click on the advanced button and



Then click on the 'reset' button at the bottom to reset (as shown on the following page) the IE settings back to their default settings. You will be asked if this is what you want to do. Click 'Reset'. This will fix the problem of not being able to log on.

